

# TheHandi-Van Paratransit Services on Oahu An Update



November 2022

# Handi-Van Metrics Over Past 8 Years

Fiscal Year	Handi-Van Ridership	On-Time or Early Pickups	Calls within 5 minutes
2015	999,177	77.2%	48.3%
2016	1,080,821	84.3%	53.6%
2017	1,120,401	89.7%	61.0%
2018	1,165,731	87.2%	55.9%
2019	1,197,533	88.0%	43.4%
2020	1,005,496	98.1%	50.3%
2021	672,381	98.1%	97.3%
2022	820,789	96.8%	93.4%



# TheHandi-Van

## City and County of Honolulu



## RIDERSHIP

Comparison of Pre-Covid to Current

Handi-Van Ridership	FY2019	FY2022	FY2023	Percent Precovid
Total Monthly Ridership	96,775	64,423	77,783	80.4%
Average Weekday Ridership	3,914	2,496	2,957	75.5%
Unique Riders During the Month	5,799	4,348	5,004	86.3%

# TheHandi-Van

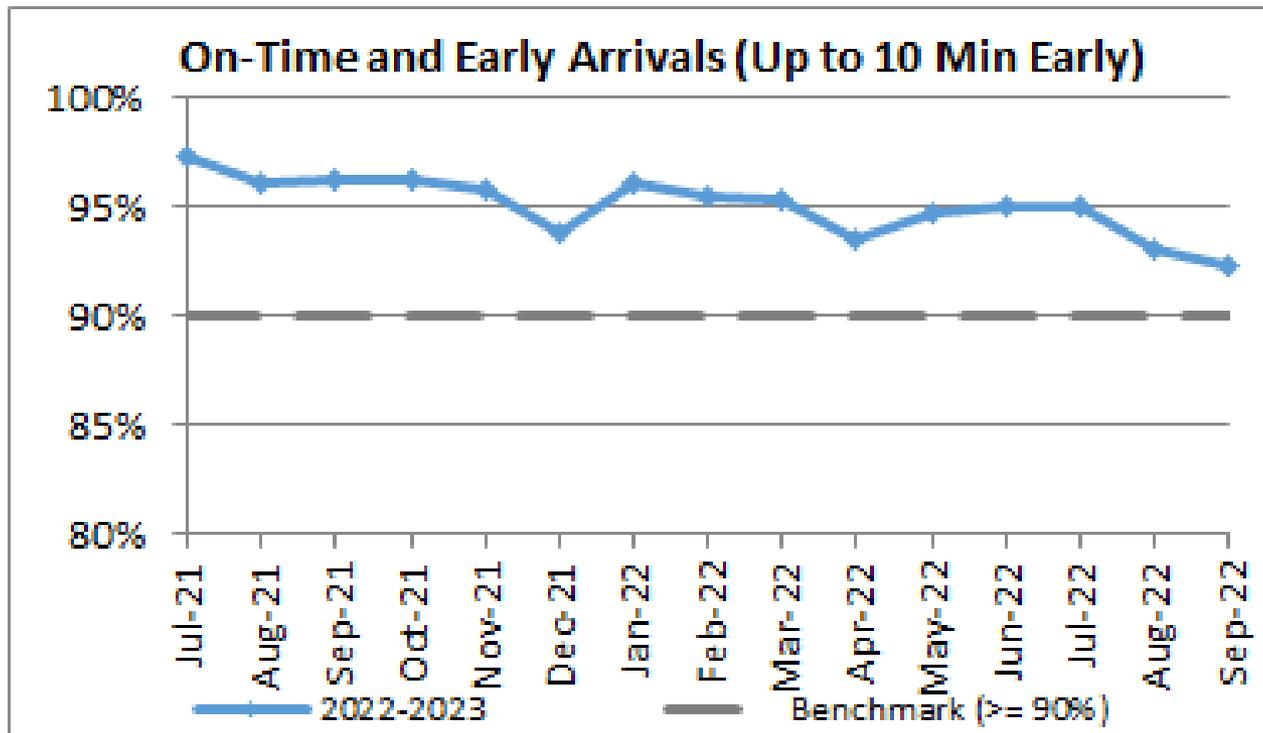
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### Schedule Adherence



Schedule Performance	Pre-COVID		
	September FY2019	September FY2022	September FY2023
Early Arrivals (> 10 Minutes)	2.12%	1.52%	1.27%
Very Early Arrivals (> 30 Minutes)	0.17%	0.07%	0.03%
On-Time and Early Arrivals (Up to 10 Min Early)	87.32%	96.24%	92.25%
On-Time and All Early Arrivals	89.44%	97.76%	93.52%
Very Late Arrivals (>30 Minutes)	0.76%	0.03%	0.36%
Excessive Trip Length	1.48%	0.19%	0.77%

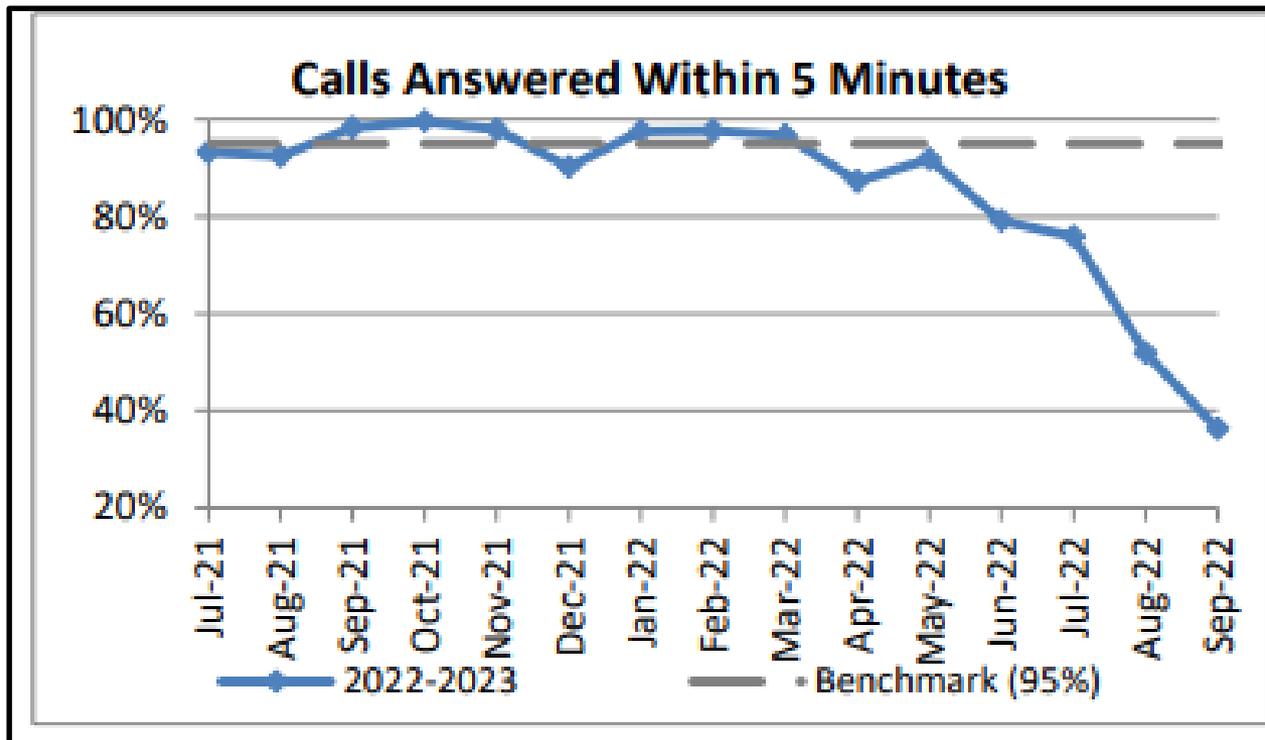
With lower passenger counts, schedule adherence has consistently exceeded the Benchmark 90% On-Time or Early.



# Unacceptable Reservation Call Center Performance

<b>Call Centers<sup>5</sup></b>	<b>Sep FY2023</b>	<b>Sep FY2022</b>	<b>Sep FY2019</b>
Reservations Call Abandon Rate	17.40%	2.83%	12.00%
Reservations Avg. Hold Time Before Answered	8.78	0.55	4.85
Reservations Avg. Hold Time Before Abandoned	3.42	0.97	2.52
Reservations Calls Answered within 3 Mins.	25.10%	95.28%	42.42%
Reservations Calls Answered within 5 Mins.	36.25%	98.33%	58.11%
Reservations Attendance Rate	51.24%	69.30%	75.21%

# Large drop off in Call Center Performance Since May 2022



## **MEASURES BEING TAKEN TO IMPROVE CALL CENTER PERFORMANCE**

- OTS adding more reservation staff. The call center operates 365 days per year. Full staffing is 14 reservation stations and 5 cancelation/”where’s my van” stations. With normal vacation and sick leave, about 45 staff would be needed to fill all positions every day. OTS has 39 reservations positions.
- OTS evaluating options and technology to allow some “work from home” options for some reservations staff. Many potential employees desire some form of work from home.
- DTS and OTS evaluating adding a web-based self-scheduling system for both desktops/laptops and mobile (tablets and smart-phones) using FRF funding
- COVID isolation policies and cramped close quarters within reservation areas have contributed to employee absenteeism.
- OTS to evaluate excessive employee absenteeism policies.

# TheHandi-Van Fleet

Model Year	Age of Fleet	FTA Minimum Life	Manufacturer	Series	Active Vans in Fleet	Type	Length	Seats	FirstVeh in Service
S H O R T   V E H I C L E S									
2016	5.8	4.0	MV-1	1630-1645	16	Gasoline	17	4	1/11/2017
Cut-A-Way   V E H I C L E S									
2014	8.1	5.0	ELDORADO	1401-1499	74	Gasoline	25	12	10/1/2014
2017	4.9	5.0	ELDORADO	1701-1727	27	Gasoline	25	12	12/22/2017
2020	2.7	5.0	ELDORADO	2001-2090	90	Gasoline	25	12	3/11/2020
Total	5.2	5.0			207				

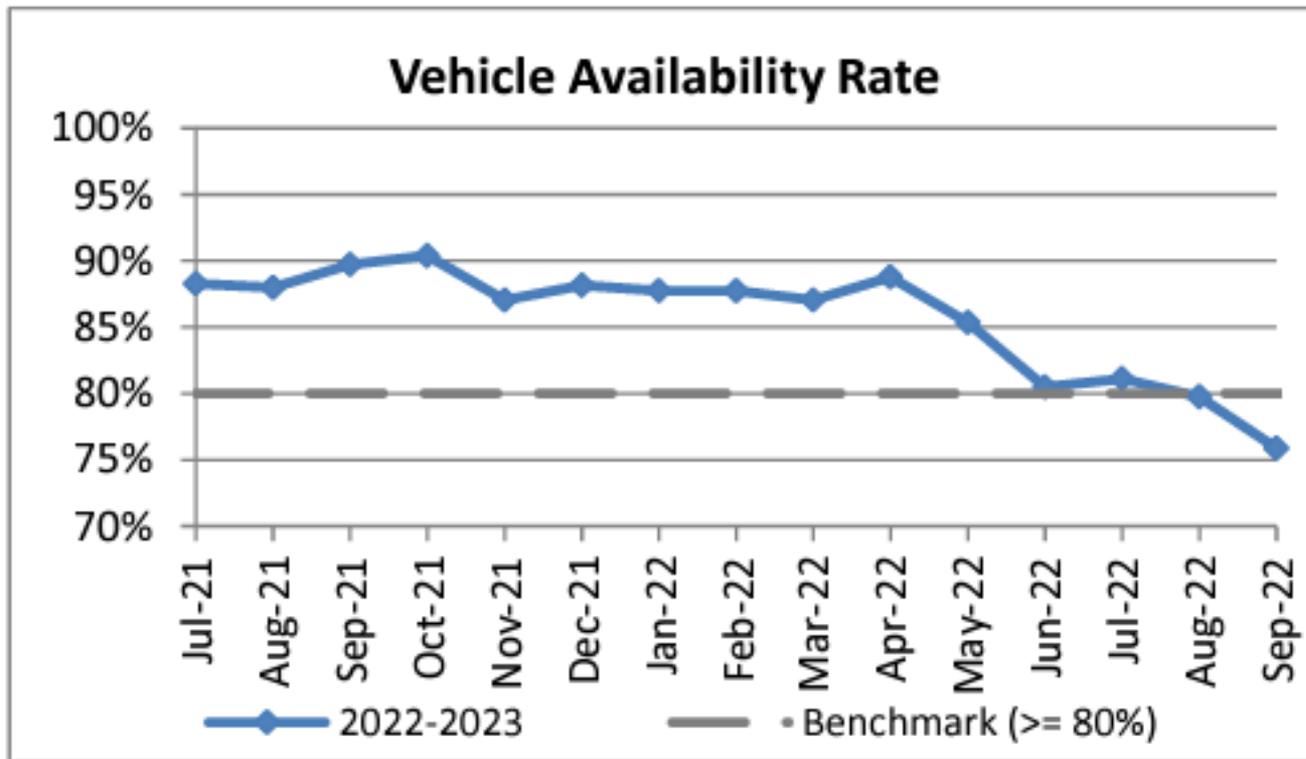


# The Handi-Van

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## Van Availability



# Supply Chain Impacts

- Longer lead time for parts including
  - Engines
  - Transmissions
  - Body Parts
  - Dealer warranty
- Nationwide shortage of Ford cutaway chassis
- Local dealer will not honor low-bid price
- Currently negotiating for equitable price adjustments
- Current delivery time for new van orders is now about two years or longer
- Previous delivery time was about 10 months to a year

## **MEASURES BEING TAKEN TO IMPROVE VEHICLE AVAILABILITY**

- OTS adding more lead time to inventory system
- OTS cannibalizing out of service vans for parts
- DTS negotiating an equitable price adjustment with local van dealer
- DTS expediting additional procurement of additional Handi-Vans
- OTS exploring additional third-party suppliers
- OTS/DTS considering third party rebuilding of old Handi-Vans

# Questions? Mahalo!

